YOUTH SERVICES
POLICY

Title: Information Technology (IT) Technical Support **Next Annual Review Date:** 10/07/2014	**Type:** A. Administrative **Sub Type:** 5. Information Services **Number:** A.5.10
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References: YS Policy Nos. A.3.7 "Procurement of Supplies and Equipment", A.5.1 Access to, Security of, and Use of Information Technology Resources and Mobile / Cellular/ Smartphone Devices", A.5.6 "Internet and E-Mail Usage", A.5.8 Blackberry Usage"; and the Division of Administration's Office of Information Technology Standards	
STATUS: Approved	
Approved By: *Mary L. Livers, Deputy Secretary*	**Date of Approval:** 10/07/2013

I. AUTHORITY:

Deputy Secretary of the Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To provide YS employees with procedures to follow when IT Technical Support is needed for those functions handled by Public Safety Services (PSS).

III. APPLICABILITY:

This policy applies to all YS employees. Each Unit Head is responsible for ensuring that all necessary procedures are in place to comply with the provisions of this policy.

IV. DEFINITIONS:

Unit Head – For purposes of this policy, Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Deputy Assistant Secretary, Regional Directors, Facility Directors and Regional Managers.

URAC – A Uniform Request Approval Cycle form in Lotus Notes, used as the primary means of requesting PSS IT work.

V. POLICY:

It is the Deputy Secretary's policy that YS employees shall be provided IT technical support through PSS within a specified timeframe, for Information Technology (IT) functions previously rendered through YS.

VI. **PROCEDURES:**

Public Safety Services (PSS) shall process requests to set up, support and resolve issues with desktops, laptops, mobile electronic data devices (Blackberry, Smartphone, cell phone), Polycom Videoconferencing, user accounts, email, hardware (printers, scanners), software installation, network connectivity, servers, and security.

Response time indicates the time it takes to resolve the issue or to provide the estimated time for resolution for more resource intensive issues.

Secure Care Facilities:

All IT Technical Support issues at the secure care facilities shall be reported to the Facility IT Technical Support staff. If the issue cannot be resolved by the Secure Facility IT Technical Support staff, then the issue shall be reported to the DSS Helpdesk either via phone, (225) 925-6233 or via e-mail to helpdesk@dps.la.gov.

Central Office Staff and IT Liaisons at the Regional Offices:

Central Office staff and Regional Office IT Liaisons shall contact the PSS Helpdesk via phone at (225) 925-6233 or via e-mail at helpdesk@dps.la.gov for those issues indicated below.

A. Desktop/Laptop Setup, Support, and Issues

1. Contact the PSS Helpdesk to report issues and to request desktop support.

2. New desktop/laptop setup requests and the new user information must be provided in a "User Request Approval Cycle" (URAC) form in Lotus Notes to the PSS Helpdesk by the new employee's supervisor.

   Following submission of the URAC, approval or denial shall be granted by PSS IT. If approved, a "Data Request Number" will be issued and shall be referred to when communicating with PSS IT about the particular URAC.

   Once PSS IT has completed the URAC, an email will be forwarded to the employee's supervisor indicating the status as "complete", and to request an implementation date. Following selection of the implementation date, which PSS IT shall implement, and forward an additional email to the supervisor advising the URAC has been implemented.

3. Response time: 5 Days

B.   Cell Phone, Blackberry, Smartphone

1.   The Unit Head must approve and send a request to the PSS/Office of Management and Finance (OMF)/Purchasing to order the device pursuant to YS Policy No. A.3.7

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2.   When the device is received at PSS, the Unit Head shall be notified that the device is ready for pick up.

3.   Issues with blackberry's, cell phones or smartphones shall be reported to the PSS Helpdesk. Location, information and description of problems or issues must be provided at the time of contact.

4.   Response time:

a.   New device set-up: 2 days
b.   Issue response: 2 hours

C.   Polycom Video Conferencing

1.   The PSS Helpdesk shall be contacted for polycom video conference scheduling.

2.   Connection and equipment issues shall be reported to the PSS Helpdesk.   Specific information must be provided, including the location(s) of the videoconference(s), specific issues, and contact information.

3.   Anticipated response time: 1 hour (immediate for videoconference in progress)

D.   User Accounts and Email

1.   New user set-up requests and new user information must be provided to the PSS Helpdesk by the new user's supervisor.

2.   User account and e-mail issues shall be reported to the PSS Helpdesk. Specific information must be provided, including contact information, location, and a detailed description of the issue(s).

3.   Response time: 1 day

E.   Hardware (Printers, Scanners, Monitors, Keyboards, Mice) Support

1.   Issues with hardware shall be reported to the PSS Helpdesk. Specific information must be provided, including contact information, location, and detailed description of the issue(s).

2. Response time: 1 day

F. Software Installation

1. Supervisors must contact the PSS Helpdesk and provide the following:

a. Supervisor's contact information.
b. User name, contact information and location to receive the software to be installed.
c. Name of the software to be installed.
d. Only licensed software shall be installed.
e. Response time: 1 day

G. Servers, Network Connectivity, and Security

1. Issues with servers, network connectivity and security shall be reported to the PSS Helpdesk. Specific information must be provided, including contact information, location, and detailed description of the issue(s).

2. Response time: 1 day

H. JETS Support

1. Issues with the Juvenile Electronic Tracking System (JETS) shall be reported via e-mail to the following: JETS.HELPDESK@LA.GOV

2. Response time: 3 days

VII. REPORTING RESPONSE TIME PROBLEMS:

If there is a problem with an issue response time, YS employees shall contact the Central Office IT Liaison, who shall contact the PSS IT Leadership team for escalation of the issues.

A response shall be provided to the YS employee reporting the issue by the Central Office IT Liaison.

Previous Regulation/Policy Number: A.5.10
Previous Effective Date: 10/04/2011
Attachments/References: